

RFI 4) When did SAWS start communicating to the public about the inclement weather and what to do with their pipes? SAWS shares pipe protection information each winter. SAWS carried messages on all SAWS outlets including social media (Twitter, Facebook, Instagram, Next Door) our website, and monthly bill inserts. Beginning as early as February 9, messaging intensified with a specific warning regarding Winter Storm Uri about protecting pipes on all SAWS social media channels, online, and in press releases, with daily messages on multiple outlets after that. Additional communication messages during the storm event are discussed in more detail in the following section.